LYNX HARVEST STUDY

1988/1989 Progress Report

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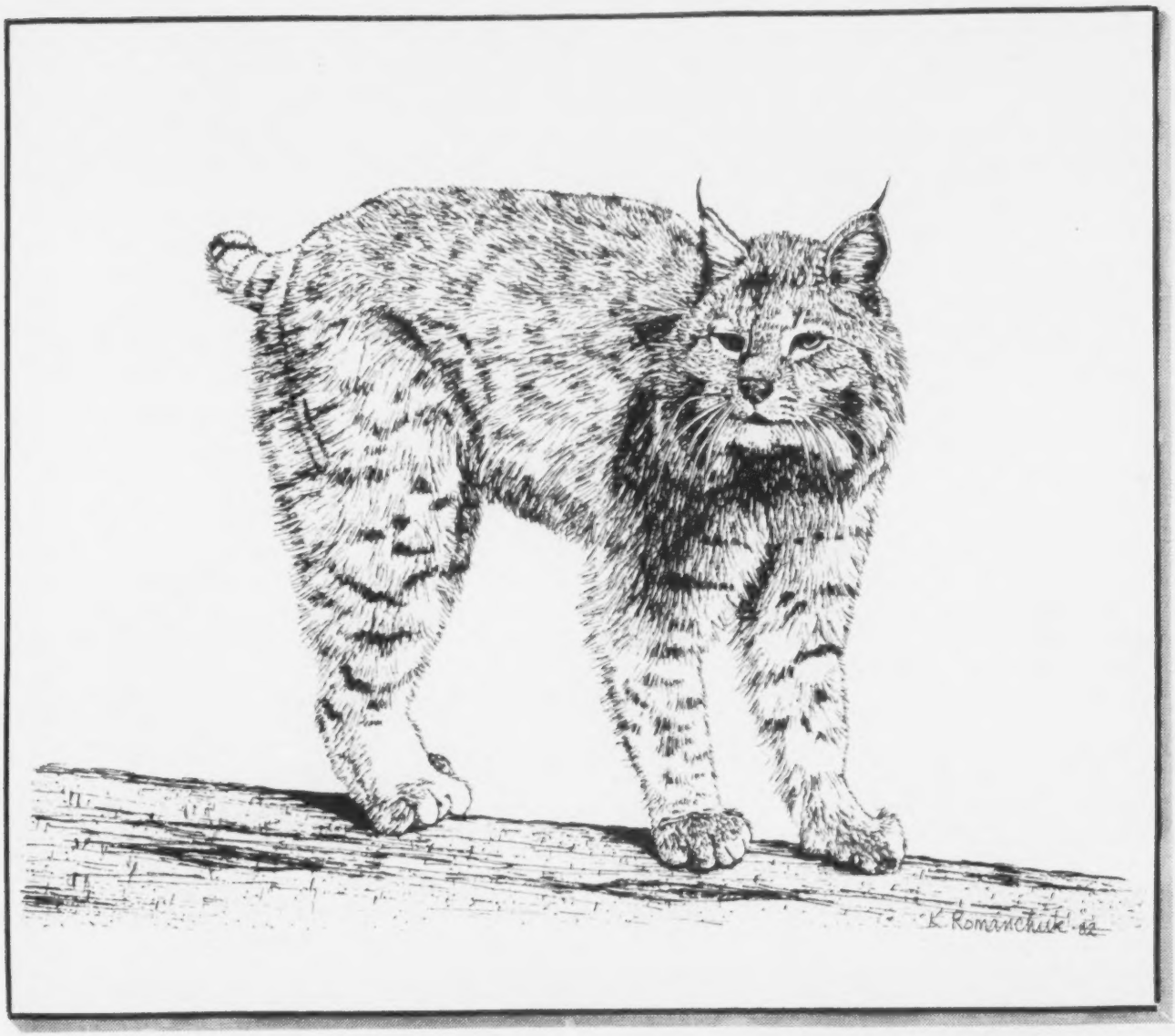

Yukon
Renewable Resources

LYNX HARVEST STUDY

1988/89 Progress Report

Approved: _____

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April, 1990

The wildlife projects reported here are continuing and conclusions are tentative. Persons are free to use this material for education or informational purposes. Persons intending to use the information in scientific publications should receive prior permission from the Fish and Wildlife Branch, Government of Yukon, identifying in quotation the tentative nature of conclusions.

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A. INTRODUCTION

The Queen's Printer Agency (QPA) business plan identifies the operating objectives of the Agency and the actions and resources required to meet them over the next year. It formalizes the agency's commitment to accomplishing the objectives and serves as a management and communication tool. The plan is updated annually which demonstrates that the Agency is continually looking for ways to improve.

This plan identifies the operating objectives of the agency during 2007/2008

1. Queen's Printer Agency

Queen's Printer Agency

The QPA is a unit within the Supply Services Division of the Department of Highways and Public Works, Government of Yukon. Offices and production facilities are located in the Supply Services Building, 9029 Quartz Road in Whitehorse, Yukon.

A unit within the Supply Services Division of Highways and Public Works

2. Mission

Mission

The mission of the Queen's Printer Agency is:

To help government departments and publicly funded agencies meet their objectives by providing cost-effective, client-driven publishing services.

Cost-effective, client-driven publishing services

3. Mandate

Mandate

The QPA is accountable for:

- Bottom Line Results: managing the delivery of publishing services in an entrepreneurial and business-like manner to ensure that the best use is made of government resources.
- Client Service: satisfying clients' publishing and equipment planning needs.
- Private Sector Involvement: providing opportunities for private sector services.

- **Bottom line results**
- **Client service**
- **Private sector involvement**

4. Products and Services

Products and Services

To meet the publishing needs of its clients, the QPA provides the following services:

- **In-house, black ink, print-on-demand production**

- **In-house, black ink, print-on-demand production**

QPA has defined the niche it will fill in meeting government-wide printing needs, namely black ink, print-on-demand service. QPA print room staff have the ability to supply quick turnaround and confidentiality on print projects (i.e. budget documents, Ministerial announcements, introduction of new legislation).

Effective print-on-demand services mean that clients can order the exact number of copies they need, without having to keep an inventory on hand for some future demand. Information does not become stale because changes to originals can be made quickly and easily when the next set of copies is required. There is less waste than with offset printing because there are fewer unused copies. Because of the technology involved, clients are charged the same unit cost regardless of job size. Clients have the ability to forward jobs electronically.

- **Benefits of print on demand**
  - **Quick turnaround**
  - **Less inventory**
  - **Less waste**
  - **No stale data**
  - **Electronic capability**

- **Creative services, graphics consulting and website development**

QPA assists clients with creative concepts in the planning stage and helps see them through to production. Today's working environment demands that accessible and attractive up-to-date information be delivered in a variety of formats. QPA helps get the information clients need published, be it through print, on-line or digital distribution. QPA helps clients liaise with the private sector design firms or provides in-house assistance. We ensure budgets, timelines, and quality expectations are met. QPA provides technical assistance to clients in an ever-changing field of web design and digital graphics. We have knowledgeable staff and modern equipment in order to stay current with technological advances in web development and digital design. Maintaining up to date hardware and software allows us to help clients verify, modify, edit, and archive digital graphics files.

- **Creative services**
  - **Develop concepts**
  - **Liaise with private sector**
  - **Website development**
  - **Technical assistance**

- **Forms design and production**

QPA in-house design and production services provide clients with an efficient and economical source for their forms requirements including new and updated forms. QPA maintains a tracking system for government forms and manages pre-press and printing of forms. QPA helps ensure technical barriers are removed to allow local printing of forms. QPA develops electronic interactive forms which users fill in from many on-line locations and which helps speed up program delivery.

- **Forms design**
  - **Paper and electronic interactive forms**

- **Project management and publishing contract management**

QPA Account Managers provide advice and assistance to clients on a wide range of publishing matters. Assistance includes:

- pre-production planning and advice;
- preparing specifications for production and printing;
- obtaining competitive quotations;
- issuing and managing supplier contracts;
- preparing timelines for the production;
- advising on visual identity requirements;
- monitoring quality; and
- coordinating all the partners in the project to ensure a quality product is delivered on time and on budget.

- **Publishing management**
  - **Pre-production planning and advice**
  - **Preparing specifications**
  - **Managing supplier contracts**
  - **Visual identity**

- **Legislative subscription services**

QPA provides legislative documents and government publications to regular subscribers and one-time buyers in both paper and electronic format. High profile publications include Hansard, Yukon Gazette, Statutes and Regulations.

- **Legislative subscription services**
  - **Hansard**
  - **Yukon Gazette**
  - **Statutes**
  - **Regulations**

5. Key Success Factors

Key factors which ensure success in achieving the mission and mandate are:

Key Success Factors

- Client service: The QPA strives to be the service provider of choice for its clients, which means:
  - Partnering with clients to ensure publishing projects are delivered on time and on budget;
  - Keeping up-to-date knowledge of clients' publishing needs;
  - Maintaining open lines of communication with clients;
  - Being service-driven, "going the extra mile" to help the client find the right solution; and
  - Being knowledgeable about all aspects of publishing and willing to share this information.

  See Client Service Agreement, Appendix H for detail.

- **Deliver on time and on budget**
- **Know the clients' needs**
- **Open communication with clients**
- **Know the publishing business**

- Relationships with suppliers: Finding the right solution to the client's needs requires solid supplier relationship in all sectors of the business, which means:
  - Keeping current and familiar with our suppliers' products, services, prices and capabilities;
  - Ensuring that suppliers are kept up to date on the government's publishing needs; and
  - Maintaining open lines of communication, anticipating problems and dealing effectively with them when they arise.

- **Know the suppliers**
- **Ensure suppliers know the government's needs**
- **Keep open communication with suppliers**

- Teamwork and flexibility: Publishing encompasses a wide range of needs and services. Producing the right publishing solution means pulling together resources from several sources, which can only happen when people work together effectively.

- **Teamwork – resources working together**

6. Organizational Structure

The QPA is a program activity of the Supply Services Division of the Department of Highways and Public Works. The QPA Manager, reporting to the Director, Supply Services Division, manages day-to-day business.

Refer to Organizational Structure (Appendix A) and Organization Chart (Appendix B) for more information.

Organizational Structure

- **Program activity of Supply Services Division**

7. Financial Structure

The Queen's Printer Agency is expected to generate revenue to meet operational and maintenance requirements as well as contribute to the orderly replacement of capital assets for those operations. Revenue-dependent operations include in-house black and white quick printing, and in-house graphics and forms design. Appendix G summarizes the source of revenue for services provided.

The Queen's Printer Agency operates through a revolving fund governed by Section 48 of the *Financial Administration Act* (Appendix D). The fund has an annual limit of $350,000 for capital expenditures.

Other operations are funded through the appropriation voted directly to Supply Services, Queen's Printer by the legislature. The services are provided at no charge to clients. Funded services are project management, publishing contract management and subscription services. Fees charged for legislative subscriptions are returned to the Yukon Government's general revenue (Appendix G).

Work that is contracted out to the private sector and managed by QPA is paid for by clients on a direct billing basis.

Financial Structure

- **Revenue generation to meet agency requirements for**
  - **operation and maintenance**
  - **capital equipment replacement**

- **Appropriation**
  - **project and publishing contract management**
  - **subscription services**

B. WORK PLAN

2007/2008 Work Plan Highlights

1. In addition to providing the ongoing services that Queen's Printer Agency offers, in 2007/2008 QPA will focus on the following specific initiatives:

- Implement universally accessible electronic forms:
  - Make an additional 10% of government forms available electronically.
  - Develop robust fill and submit forms.

Electronic forms
- **Additional 10% available**
- **Robust fill and submit forms**

- Enhance on-line publication services:
  - Market web design services to our clients.
  - Continue to work with departments to develop a publications repository for all Government of Yukon publications (similar to the Forms Repository).

Publication services
- **Web design services**
- **Publications repository**

- Amend O.I.C. 1995/086 Government Telephone Directory Pricing Regulation to bring it in line with current production costs and take into consideration the access to an on-line version of this directory.

Amend O.I.C. 1995/086

- Seek formal approval for the Visual Identity Manual (under G.A.M. Policy 2.13 Yukon Government Visual Identity).

Visual Identity

- Plan and define budget requirements for hosting of the 2008 Queen's Printer Association of Canada annual general meeting in Whitehorse.

2008 Queen's Printer Conference

- Research capabilities and requirements of document digitizing services.

Document digitizing services

- Develop a government-wide printing strategy.

Printing strategy

- Ensure staff receive on-going technical and client service training

Staff development

2. Looking to the Future:

Future Year Activities
- **Host the 2008 QPAC AGM**
- **On-going evolution to electronic publishing media**
- **Electronic version as official legislation**
- **Document management strategy**

Over the longer term, QPA will continue to pursue the directions established in the 2007/2008 Business Plan. The facility will serve the basic needs of the government and will exist in balance with private sector printers:

- Host the Queen's Printer Association of Canada (QPAC) annual general meeting in 2008.
- Play an active role in the on-going evolution to electronic publishing media.
- Continue the on-line legislation project and explore feasibility of having an electronic version of legislation accepted as the official version.
- Start the development of a document management strategy.

C. BUSINESS CONCEPTS

1. Performance Measurements

Performance Measurements

The success of the QPA in fulfilling its mission and meeting its mandate will be measured by:

- Overall client satisfaction – as determined through client feedback.
- Measuring volume and dollar value of all QPA Service Requests – for in-house print-on-demand services.

- **Client satisfaction**
- **Unit costs**

2. Financial Objectives

Financial Objectives

In 2007/2008 Queen's Printer Agency revenue will come from two sources:

- fee for service for all print room and design unit costs.
- An appropriation for all other costs.

See Financial Information, Appendix C and Client Profile, Appendix G for detail.

Revenue

- **Fee for service**
- **Appropriation**

The QPA has three main groups of assets that support the operation:

- Two high-volume copiers
- Finishing equipment:
  - Cerlox punch and spreaders
  - Stitcher
  - Paper drilling machine
  - Paper cutter
  - Table-top folder
  - Padding machine
- Creative services equipment

QPA Assets

- **Copiers**
- **Finishing equipment**
- **Creative services equipment**

3. Production Objectives

Production Objectives

Appendix E shows the volume of government–wide printing on QPA print room equipment and departmental copiers (excluding printing on laser printers). Appendix F shows the dollar amounts for printing done in-house by QPA and by private sector firms.

- **Maximize efficient use of the government's printing assets**

Queen's Printer Agency's on-going challenge is to help ensure that the most efficient use is made of the government's printing assets. Of most interest are the QPA's own printroom equipment and departmental copiers. The objective is to convince departments that shifting copying work to QPA's printers can reduce departments' capital and O&M costs, while maintaining a high level of service and convenience.

APPENDIX A

ORGANIZATIONAL STRUCTURE

The following describes the duties of the current positions in the Queen's Printer Agency:

Manager:

The position manages the operations and planning of the QPA, supervises the in-house production services, provides for the delivery of the legislative document subscriptions service, and coordinates the publishing management and document management programs of the Yukon Government.

The position evaluates, directs, manages and consults on publishing and printing procurement standards, systems and procedures to clients. Thirty percent (30%) of the Manager's salary is charged to the Agency, seventy percent (70%) to the legislative appropriation.

Account Manager – 3 positions:

Reporting to the Manager, the incumbents ensure that the full range of their clients' publishing needs is met, either through in-house resources or through private sector contractors. The Account Managers are the primary liaison between QPA and its clients at all levels. They foster client relationships to enable effective service delivery. They provide consulting services, and provide project management and procurement functions. One Account Manager position is designated as bilingual to facilitate meeting the commitment to bilingual publishing services. Forty-five percent (45%) of the Account Managers' salaries are charged to the Agency, fifty-five percent (55%) to the legislative appropriation.

Forms Technician:

Reporting to the Manager, the incumbent is responsible for all Government of Yukon forms, forms database, and website administration of forms repository. One hundred percent (100%) of the Forms Technician's salary is charged to the Agency.

Legislative Web Administrator – 2 positions:

Reporting to the Manager, the incumbents supply legislative and regulatory information published by the QPA through website and cd-rom development; manage and maintain the QPA's internet site for effective presentation of material; provide scripting and programming assistance for digital publishing/distribution; and edit and publish the Yukon Gazette on line. Fifty percent (50%) of the Legislative Web Administrators' salaries are charged to the Agency, fifty percent (50%) to the legislative appropriation.

Administrative Clerk:

Reporting to the Manager, the incumbent provides administrative clerical support service to the Queen's Printer Agency. One hundred percent (100%) of the Administrative Clerk's salary is from legislative appropriation.

Operations Support Assistant:

Reporting to the Manager, the incumbent enters client work orders, client projects and other support data into the information management system; responds and coordinates clients' requests and services through contact with the Account Managers, graphic design services, print room production and subscription services; coordinates reports on all aspects of QPA production and services activities. Fifty percent (50%) of the Operations Support Assistant's salary is charged to the Agency, fifty percent (50%) to the legislative appropriation.

Print Room Operator II:

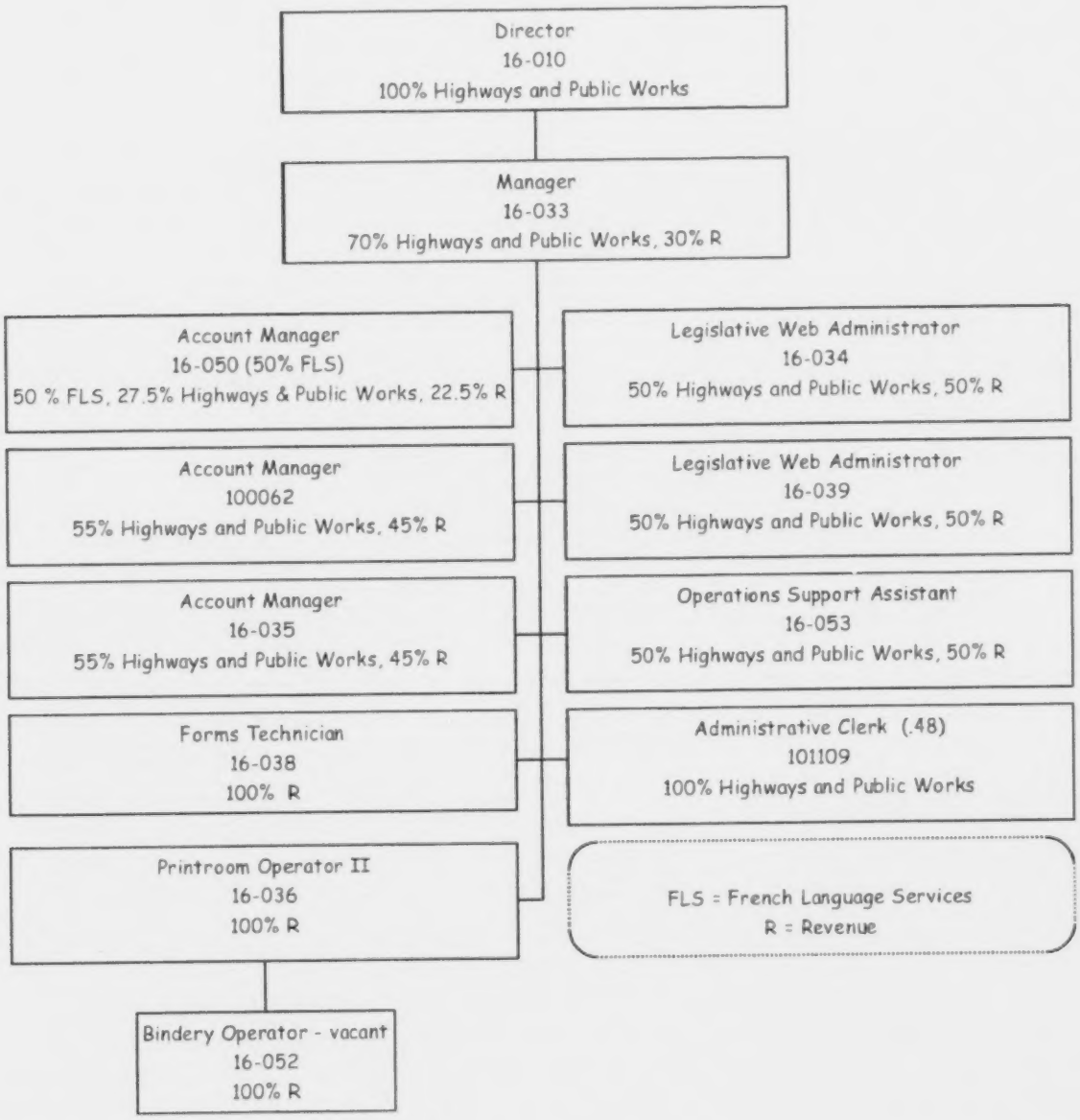
Reporting to the Manager, the incumbent is responsible for overseeing the activities carried out in the QPA print room. Responsibilities include managing print room production traffic, managing print room supplies and performing operations maintenance of the equipment. The incumbent also operates the duplicating and bindery/finishing equipment in the print room. One hundred percent (100%) of the Print Room Operator II's salary is charged to the Agency.

Bindery Operator (vacant):

Reporting to the Print Room Operator II, the incumbent operates the duplicating and bindery/finishing equipment in the print room. One hundred percent (100%) of the Bindery Operator's salary is charged to the Agency.

APPENDIX B

ORGANIZATION CHART



APPENDIX C

FINANCIAL INFORMATION
COMPARATIVE INCOME STATEMENT

		2009/2010 Estimate	2008/2009 Estimate	2007/2008 Estimate	2006/2007 Forecast	2005/2006 Actual
REVENUE:						
In-house Printing & Design						
Legislative appropriation		50,000	50,000		75,000	
In-house printing by YTG Departments		571,000	571,000	569,000	563,000	539,000
In-house graphic/forms design		30,000	30,000	30,000	30,000	25,000
	Sub-total	**651,000**	**651,000**	**599,000**	**668,000**	**564,000**
Other Services						
French Language Services		28,000	46,000	64,000	63,000	62,400
Appropriation O&M		392,500	380,200	396,000	397,300	395,000
	Sub-total	**420,500**	**426,200**	**460,000**	**460,300**	**457,400**
TOTAL REVENUE		**1,071,500**	**1,077,200**	**1,059,000**	**1,128,300**	**1,021,400**
EXPENSES:						
In-house Printing & Design						
Personnel and Administration		348,500	338,200	326,000	323,000	275,000
Contract Services		7,000	7,000	7,000	7,000	25,000
Repairs And Maintenance		53,000	53,000	53,000	53,000	81,000
Supplies		50,000	50,000	50,000	50,000	50,000
Postage and Freight		15,000	15,000	15,000	15,000	
Amortization Expense		50,000	43,000	43,000	43,000	43,000
Printing		100,000	100,000	100,000	100,000	103,000
	Sub-total	**623,500**	**606,200**	**594,000**	**591,000**	**577,000**
Other Services						
Personnel Costs		307,500	313,200	316,000	305,300	323,500
Employee Travel Outside Yukon					0	0
Contract Services		55,000	55,000	55,000	55,000	47,500
Repairs And Maintenance		500	500	500	500	0
Rental Expense					0	0
Postage And Freight		2,000	2,000	2,000	2,000	0
Advertising		2,100	2,100	2,100	2,100	3,000
Program Materials		5,400	5,400	5,400	5,400	4,000
Non Consumable Assets					0	0
Other					0	0
Training					0	1,100
Interest					0	0
Printing		48,000	48,000	79,000	90,000	78,300
	Sub-total	**420,500**	**426,200**	**460,000**	**460,300**	**457,400**
TOTAL EXPENSES		**1,044,000**	**1,032,400**	**1,054,000**	**1,051,300**	**1,034,400**
NET INCOME		**27,500**	**44,800**	**5,000**	**77,000**	**-13,000**

APPENDIX D

REVOLVING FUND
SUMMARY OF REVENUES, EXPENSES AND QPA FUND BALANCE

	2009/10 Estimate	2008/09 Estimate	2007/08 Estimate	2006/07 Forecast	2005/06 Actual	2004/05 Actual Restated*	2003/04 Actual Restated*
Operating Revenues:	($000s)	($000s)	($000s)	($000s)	($000s)	($000s)	($000s)
Legislative Appropriation	$50.0	$50.0		$75.0			
Service to YG Departments	$601.0	$601.0	$599.0	$593.0	$564.0	$595.0	$663.0
Gain/(loss) on disposal of capital assets				($105.0)			
Subtotal:	$651.0	$651.0	$599.0	$563.0	$564.0	$595.0	$663.0
Operating Expenses:							
Personnel and Administration	$348.5	$338.2	$326.0	$323.0	$275.0	$436.0	$431.0
Contract Services	$7.0	$7.0	$7.0	$7.0	$25.0	$83.0	$93.0
Repairs and Maintenance	$53.0	$53.0	$53.0	$53.0	$81.0	$55.0	$72.0
Supplies	$50.0	$50.0	$50.0	$50.0	$50.0	$42.0	$42.0
Postage and Freight	$15.0	$15.0	$15.0	$15.0		$21.0	$22.0
Amortization	$50.0	$43.0	$43.0	$43.0	$43.0		
Printing	$100.0	$100.0	$100.0	$100.0	$103.0		
Subtotal:	$623.5	$606.2	$594.0	$591.0	$577.0	$637.0	$660.0
Net profit/loss for the year	$27.5	$44.8	$5.0	($28.0)	($13.0)	($42.0)	$3.0
Adjustments:**							
Acquisition of capital assets	($125.0)	$0.0	$0.0	($207.0)	($8.0)		
Amortization	$50.0	$43.0	$43.0	$43.0	$43.0		
(Gain)/Loss on disposal of capital assets				$105.0			
Proceeds on sale of capital assets							
Subtotal:	($75.0)	$43.0	$43.0	($59.0)	$35.0		
QPA Revolving Fund:							
Balance at beginning of year	$225.8	$138.0	$90.0	$177.0	$155.0	$155.0	$110.0
Balance at end of year	$178.3	$225.8	$138.0	$90.0	$177.0	$155.0	$155.0

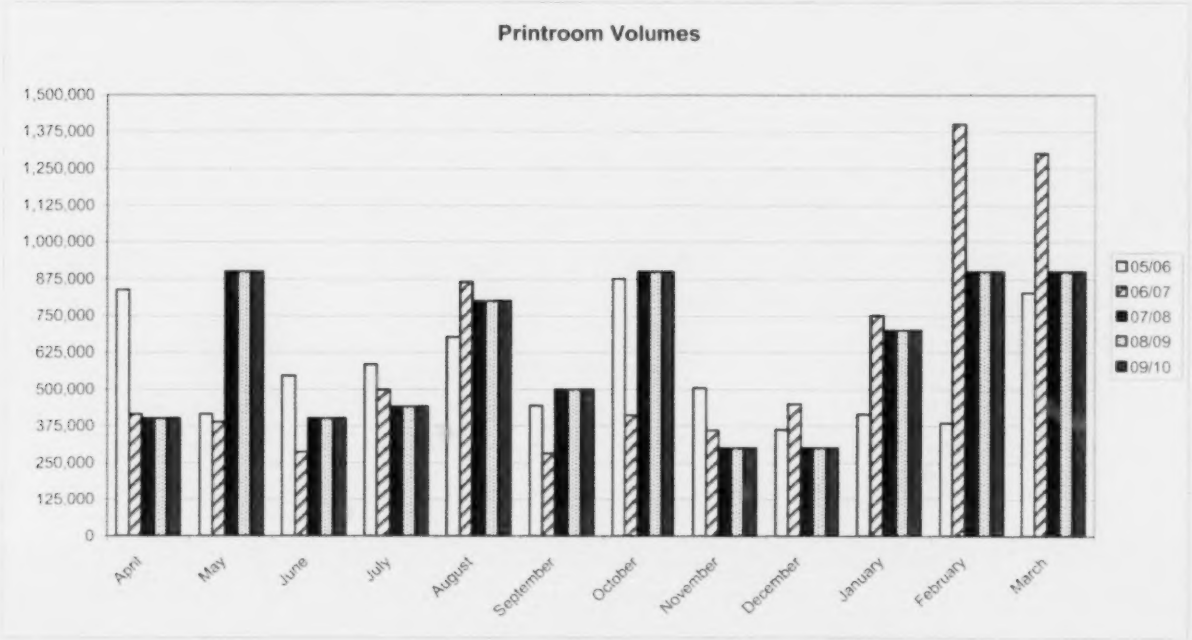
*Restated as per Public Accounts Format

** Adjustments required under *Financial Administration Act* (as per Public Accounts Schedule 5)

APPENDIX E

OPERATING INFORMATION

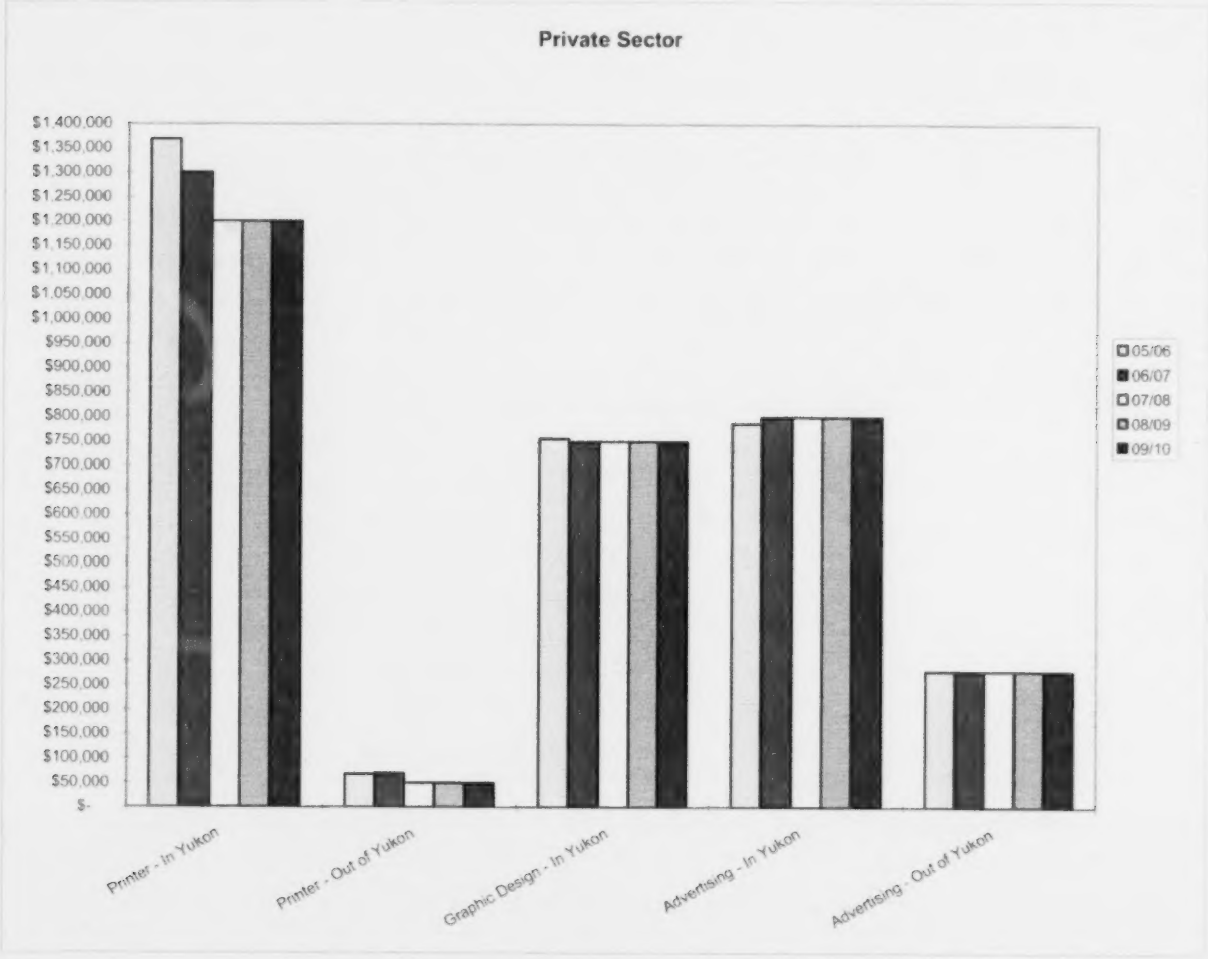
Copy Volume		
	QPA	Departmental Copiers
2005/06 Actual	6,800,000	19,600,000
2006/07 Forecast	7,400,000	18,200,000
2007/08 Estimate	7,400,000	18,200,000
2008/09 Estimate	7,400,000	18,200,000
2009/10 Estimate	7,400,000	18,200,000



APPENDIX F

DEPARTMENTAL EXPENDITURES WITH QPA AND PRIVATE SECTOR

	QPA	Private Sector (In Yukon)	Private Sector (Out of Yukon)
2005/06 Actual			
Advertising		787,000	280,000
Graphic Design	25,000	756,000	
Pre-production			
Printing	539,000	1,368,000	68,000
Total	**564,000**	**2,911,000**	**348,000**
2006/07 Forecast			
Advertising		800,000	280,000
Graphic Design	30,000	750,000	
Pre-production			
Printing	563,000	1,300,000	70,000
Total	**593,000**	**2,850,000**	**350,000**
2007/08 Estimate			
Advertising		800,000	280,000
Graphic Design	30,000	750,000	
Pre-production			
Printing	569,000	1,200,000	50,000
Total	**599,000**	**2,750,000**	**330,000**
2008/09 Estimate			
Advertising		800,000	280,000
Graphic Design	30,000	750,000	
Pre-production			
Printing	571,000	1,200,000	50,000
Total	**601,000**	**2,750,000**	**330,000**
2009/10 Estimate			
Advertising		800,000	280,000
Graphic Design	30,000	750,000	
Pre-production			
Printing	571,000	1,200,000	50,000
Total	**601,000**	**2,750,000**	**330,000**


Private Sector
$1,400,000
$1,350,000
$1,300,000
$1,250,000
$1,200,000
$1,150,000
$1,100,000
$1,050,000
$1,000,000
$950,000
$900,000
$850,000
$800,000
$750,000
$700,000
$650,000
$600,000
$550,000
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$450,000
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$250,000
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$150,000
$100,000
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$-
05/06
06/07
07/08
08/09
09/10
Printer - In Yukon
Printer - Out of Yukon
Graphic Design - In Yukon
Advertising - In Yukon
Advertising - Out of Yukon

APPENDIX G

CLIENT PROFILE

Printroom Services

(Based on Dollar Value of Service Requests Processed)

Department	2009/2010 Estimate	2008/2009 Estimate	2007/2008 Estimate	2006/2007 Forecast	2005/2006 Actual
Legislative Assembly	11,000	11,000	10,000	10,000	9,000
Executive Council Office	35,000	35,000	35,000	35,000	31,000
Education	85,000	85,000	85,000	85,000	85,000
Energy, Mines and Resources	44,000	44,000	44,000	44,000	44,000
Economic Development	14,000	14,000	13,000	13,000	13,000
Justice	27,000	27,000	27,000	27,000	27,000
Community Services	33,000	33,000	33,000	33,000	33,000
Public Service Commission	25,000	25,000	25,000	25,000	25,000
Women's Directorate	2,000	2,000	2,000	2,000	2,000
Finance	38,000	38,000	38,000	38,000	38,000
Tourism and Culture	16,000	16,000	16,000	16,000	7,000
Environment	27,000	27,000	27,000	27,000	19,000
Health and Social Services	53,000	53,000	53,000	53,000	53,000
Highways and Public Works	120,000	120,000	120,000	114,000	117,000
Departments - Other	65,000	65,000	65,000	65,000	58,000
Yukon Housing	1,000	1,000	1,000	1,000	0
Yukon Liquor	3,000	3,000	3,000	3,000	2,000
Yukon Development	1,000	1,000	1,000	1,000	
YWCHSB	1,000	1,000	1,000	1,000	1,000
Yukon College	0	0	0	0	0
Corporations - Other	0	0	0	0	0
TOTAL	601,000	601,000	599,000	593,000	564,000

Subscription Services

Product	2009/2010 Estimate	2008/2009 Estimate	2007/2008 Estimate	2006/2007 Forecast	2005/2006 Actual
Hansard	3,100	3,100	3,100	3,100	2,100
Statutes	16,200	16,200	16,200	16,200	14,400
Regulations	9,900	9,900	9,900	9,900	8,000
Yukon Gazette	22,000	22,000	22,000	22,000	25,000
Other	13,800	13,800	13,800	13,800	
TOTAL	65,000	65,000	65,000	65,000	49,500

APPENDIX H

CLIENT SERVICE AGREEMENT

INTRODUCTION

This agreement sets out the publishing services the Queen's Printer Agency will provide in the fiscal year 2007/2008. It defines any terms and conditions which affect the services being provided.

The objective is to foster certainty and confidence for clients in the services they receive from the Queen's Printer Agency.

QPA commits to provide to the Client all the services listed below and will strive to help meet other related publishing needs wherever possible.

SERVICES PROVIDED

The services offered to all clients include:

- **In-house, black ink print-on-demand production**
  - High quality output
  - Quick turnaround
  - Confidentiality
  - "Just in Time" printing, resulting in reduced warehousing and distribution costs and less waste paper
  - Ability to print from electronic files
  - Files can be stored electronically for future reproduction
  - Various bindery/finishing services:
    - Cerloxing
    - Thermal binding
    - Corner/side stitching
    - Saddle stitching
    - Folding
    - Cutting/trimming
    - Padding
    - Drilling
  - Householder mailings

- **Creative services and graphics consulting**
  - Assist clients with creative concepts in the planning stage
  - Help clients develop cost effective, efficient and comprehensive specifications and instructions for private sector design firms
  - Help clients liaise with private sector design firms to ensure budget, timeline and quality are maintained
  - Provide technical assistance to clients in the ever-changing area of digital graphics
  - Maintain the latest technology and computer design equipment in the QPA design studio in order to assist clients verify, modify, edit, and archive digital graphics files

- **Forms design and production**
  - Assist clients in the development and design of forms
  - Provide in-house design and production services in conjunction with private sector firms
  - Provide clients with an efficient and economical source for their forms requirements including new forms and updated forms
  - Maintain a tracking system for government forms both chronologically and numerically by assigning code reference numbers (YG numbers)
  - Manage pre-press and printing of forms
  - Assess form design as revision requests are received in order to ensure all technical barriers are removed to allow local printing of forms

- **Project management and publishing contract management**
  The Account Managers can simplify the printing process by:
  - Providing pre-production planning and advice
  - Developing and finalizing the printing specifications
  - Developing a production schedule
  - Obtaining competitive quotations
  - Issuing and managing supplier contracts
  - Advising on visual identity requirements
  - Monitoring quality
  - Coordinating all the partners in the project to ensure a quality product is delivered on time and on budget

- **Subscription services**
  QPA provides legislative documents and government publications to regular subscribers and one-time buyers in both paper and electronic format. High profile publications include Hansard, Yukon Gazette, Statutes and Regulations. Legislative Publications Pricing Regulations, O.I.C. 1994/211, as prescribed by the *Public Printing Act*, set the fee schedule for all legislative publications.

TERMS AND CONDITIONS

Several terms and conditions affect this service commitment, as follows:

Print Room Production:

- Print room production requested by the Client will be based on the rate structure defined in Annex A.
- Each month, QPA will provide to the Client an invoice that will detail all print room jobs completed that month for the Client and other information as agreed to.
- QPA will endeavor to provide one (1) to three (3) day turnaround where the Client's deadlines require such service. The Client will endeavor to make requests as far in advance of their deadlines as possible. Where it is not possible to meet the Client's print room service request, QPA will, upon prior approval of the Client, contract the work to private sector suppliers at cost to the Client.
- Priority will be given to service requests as per the ranking defined in Annex B. Where service requests with a higher ranking than the Client's are received, they will take priority, and may affect the turnaround time for the Client's request. QPA will endeavor to help in any way possible to minimize any resulting inconvenience to the Client.

Design Services:

Design Services requested by the client will be based on the rate structure defined in Annex A.

All Other Services:

All other services will be provided without cost to the Client, except where QPA incurs costs for work contracted out to private sector suppliers.

On behalf of (name of Client Department): _____

Name: _____ Title: _____

Signature: _____ Date: _____

On behalf of Queen's Printer Agency:

Name: _____ Title: _____

Signature: _____ Date: _____

Annex A: Rate Structure

		Costing Unit	Cost/Unit
Graphic/Form Design Services		Hour	$44.00
Print Room Rates:			
Pre-press (cut & paste, screen photos, etc.)		Hour	$30.00
Impression Charges	Docutech and IR105	Impression	$0.0395
Binding			
	Stitching (corner/side)	each	$0.05
	Saddle Stitching	book	$0.10
	Thermal 8 1/2 x 11	each	$0.40
	Cerlox – small (1/4 - 1/2)	each	$0.60
	Cerlox – medium (5/8 – 1)	each	$1.25
	Cerlox – large (1 1/4 – 1 1/2)	each	$1.50
	Cerlox – x-large (1 3/4 x 2)	Each	$2.00
Other Finishing			
	Cutting/trim	per order	$4.00
	Folding - machine	per sheet	$0.02
	Padding	Per pad	$0.29
	Drilling 3 holes	per 1K sheets	$2.00
Paper (Note 1)			
	11" white 20 lb	each	$0.0087
	11" colour 20 lb	each	$0.0099
	11" white 20 lb drilled	each	$0.0092
	11" white 60 lb	Each	$0.0094
	14" white 20 lb	each	$0.0111
	14" colour 20 lb	each	$0.0128
	17" white 20 lb	each	$0.0178
	11" Tag	each	$0.0932
	14" Tag	each	$0.1539
Cover stock (Note 1)			
	11"	each	$0.0715
	14"	each	$0.1287
	17"	each	$0.1313
Tab dividers		Set (5)	$0.5151
Handling		per order	$4.00
Courier (Note 1)		trip	$7.50
Packaging		each	$3.85
Householder Mailout Preparation		per order	$150.00
Business Cards (Note 1)			
	Black ink only – one sided	100	$46.00
		200	$48.00
		500	$55.00
		1000	$70.00
	Surcharge – black ink only – two sided	Per order	$26.00
	Surcharge – black and pantone – one sided	Per order	$30.00
	Surcharge – black and pantone – two sided	Per order	$55.00

Note 1: Paper, cover stock, courier and business cards are subject to change. They will be charged at market value.

Annex B: Priority Schedule

Priority is given to in-house production of the following materials, in descending order:

- Legislative Materials – Hansard, Gazette, Acts, Regulations, materials for the Legislative Assembly including Elections Office materials.
- Finance – budget materials.
- Executive Council Office – including direct ministerial requests, ministerial statements, time-sensitive Bureau of Statistics materials, Land Claims priority documents.
- Specifications – for public tenders.
- Program Materials – schools, departmental copying and printing, general operational and last minute requests.
- MLA Newsletters – limits on the number of requests are specified by the Member Services Board. Requests are authorized by the Clerk of the Assembly.
- Non-profit – services for non-profit groups may be made through the sponsoring department.

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